

Best Practices for Managing Conflict

- Make sure you have **all the information** you need before approaching the situation, including looking at other's perspectives, motivations, and goals
- Use **"I" statements** to share how you are feeling about the conflict at hand and avoid putting other parties on the defense
- Approach conflict in an **assertive manner**: respecting both your needs and ideas as well as the needs and ideas of others
- **Remain open-minded** in hopes of understanding the opposition's perspective
- **Share** your interests and goals
- **Don't try to change anyone's mind** and speak in a way that you are heard and understood
- Invite the other person's point-of-view by saying: **"Help me understand..."**
- Consider the consequences by reflecting upon the following questions: **"What do I need?", "What will it cost me?", and "Am I willing to pay the price?"**

